



ERP SUPPORT ANALYST I

DIVISION:	USA	JOB CODE:	2340
LOCATION:		JOB FUNCTION:	IT & Systems
DEPARTMENT:	Information Systems	FLSA STATUS:	Exempt
REPORTS TO:	ERP Regional Mgr.	EFFECTIVE DATE:	05/13/2024

JOB SUMMARY

Support ERP users by handling and resolving help desk tickets and providing technical guidance and training. Collaborate with IS support team to assist with ERP application maintenance, installations, troubleshooting, creating and updating documentation, improving system functionality, and participating in various projects.

QUALIFICATIONS

Education/Experience

Bachelor's degree in Computer Science, Finance/Accounting, Industrial & Manufacturing Engineering or Automation or relevant field of study, plus two (2) years of IS Support or related experience; or equivalent combination of education and related IS support experience.

Experience using ERP applications in a manufacturing environment, required.

Knowledge/Skills/Abilities

Core People Skills. Ability to positively interact and work collaboratively with a diverse group of people at all levels of the organization. Genuine with high ethical standards, values, personal integrity and honesty. Ability to apply a large measure of common sense to a variety of situations.

Communication Skills. Ability to speak clearly and persuasively in positive or negative situations, listen and obtain clarification, and respond well to questions and inquiries. Proficiency in writing clearly and concisely and editing work for spelling and grammar. Ability to vary writing style to meet business needs. Ability to consult with stakeholders, explain technical details and provide exceptional customer service to users.

Computer/Applications Skills. Proficient computer skills using a variety of software applications systems. Working knowledge of Microsoft Office Products and Windows Operating System. Knowledge of SQL databases, and ability to use Microsoft SQL Server Management Studio, SQL Server Reporting Service, TSQL and Visual Studio. Ability to effectively troubleshoot issues starting with clear data collection through to fully explaining solutions to users. Ability to effectively train end users on technical functions of systems and applications.

Core Business Skills. Basic understanding of manufacturing production processes, quality control, cost, and other techniques for maximizing the effective manufacture and distribution of goods is required. Ability to exercise sound judgement and discretion in handling proprietary and confidential information. Ability to work independently, while also accepting and learning from senior associate direction, using available resources effectively to "figure it out." Strong critical thinking skills, judgment and keen attention to detail and accuracy. Exceptional prioritization, time management and organizational skills. Ability to write routine reports and correspondence.

Professional Investment. Demonstrated commitment to personal professional development and learning.

Flexibility. Ability to work outside of normal business hours to accommodate priorities that support business needs.

Travel. Ability to travel up to 10%. U.S. passport or ability to obtain.



ESSENTIAL FUNCTIONS/RESPONSIBILITIES

1. Effectively utilize help desk system to interact with support staff and assist end users on application usage.
2. Promptly provide first level support for ERP applications.
3. Regularly monitor incidents with software vendors and publishers to resolve issues with the ERP system and related applications.
4. Actively evaluate database schema and data flow through end-to-end processes to thoroughly understand and support troubleshooting and report writing.
5. Collaborate with senior-level support Team Members to:
 - a) Write basic queries using SQL Server Management Studio.
 - b) Modify existing reports native to the ERP application.
 - c) Develop basic SSRS reports and/or basic MS Power BI reports.
6. Achieve a working knowledge of SQL stored procedures, functions, and triggers using TSQL.
7. Work with users and regional support personnel to identify, test and document bugs and enhancements to the ERP application.
8. Create and update documentation including SSRS reports, training documents, and other documentation, as needed.
9. Provide application training to end users.
10. Appropriately participate and engage in various ERP related projects, as assigned.
11. Promote positive team member and customer relations by supporting Pyrotek's commitment to a working environment of tolerance, acceptance, and civility. Respond appropriately to inquiries, concerns, and complaints by being professional, courteous, and respectful at all times.
12. Maintain regular, consistent, reliable, punctual, and predictable attendance, as required to achieve internal and external customer satisfaction.
13. Actively and positively participate in problem resolution, demonstrating constructive communication, timely response, and effective resolution skills. Work effectively within team environments both within your department and across the organization.
14. Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.
15. Actively support compliance with all relevant ISO management system standards by maintaining electronic resources to comply with and support ISO document control systems and operational processes. Implement systems to control electronic waste.
16. Participate in company/department meetings, training activities, continuing education programs and other associated activities.
17. Consistently promote and communicate Pyrotek's core values through work performance and excellent customer service.
18. Perform other tasks as assigned.



PHYSICAL/SENSORY REQUIREMENTS

The following physical activities described here are representative of those required by a team member to perform the essential functions of this position. Reasonable accommodation, if feasible, will be made to enable individuals with disabilities to perform the functions of position.

While performing the duties of this job, the team member is regularly required to talk, hear, and see. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Must be able to sit for long periods-of-time, bend, and reach, use stairs, lift up to 25 pounds occasionally and communicate effectively in English by telephone, in person and in writing. Effectively use a personal computer, office equipment and telephone.

WORKING ENVIRONMENT

While performing the essential responsibilities of this position, Team Member generally will work in an office environment with occasional work in the manufacturing environment where Personal Protective Equipment (PPE) is required, and noise, heat, fumes and other hazardous environmental elements may exist.

Team Member's Signature

Date